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City of Sp CITIZENS'	pringfield, Missour
CITIZENS'	INFORMATION SERVICE
Control Number: M904 30179132 M0	Date Received: November 18, 1975
NA Jo	Target Date for
146	Correction/Investigation:
	Abatement Date:
	PART I PART IS HOLISEVELIS ON TO JEOURGE
Name of times of select transfer of	Location of
Caller Mrs. Danny Ruffin	Problem W. Helen and West Maple about
Address 609 N. Mahn	
Phone No. 865-4935	or project results from an inquiry, close-
	PART II
Nature of Inquiry: Request for Serv	viceComplaintxx
Recommendation	Other
e for correction/investigations but	Good judgement will dictate the till TRAP
the ener point	tedly the Ruffin's little boy has isening which they seem to relate to
Received By: Melinda Hipple	Referred To: 1) Bob Corson 2)R. Lyman
Department: Sewer Operations	3) 4)
Depart dilettor Bewell Operations	
e inquiry. Be sure (1) that you under-	Topic: Here briefly note the nat VI TRAY he
indicated that the last test conducte negative. The garage in question, Ch Mr. Ruffin's residence and down strea	am in the drainage system. At the time re was no evidence of paint spillage onto ned surveillence in this area will be petroleum products enter the storm
Drafted By: Bob Corson	Date Citizen Advised:
Department: Sewer Operations	By: Phone Letter Other
	Acknowledgment Sent:

*Attach additional sheets as needed Form 001-CM (1-72)

609 n. mahn

City of Springfield, Missok, / CITIZENS' INFORMATION SERVICE

Control Number:	Date Received: November 18, 1975
	Target Date for Correction/Investigation:
that you use it in such a way that	zi pniAbatement Date: Toot s zi myot zidT
	request or the alleviation of the CITTAAnt.
Name of Caller Mrs. Danny Ruffin	Location of Problem W. Helen and West Maple about
Address 609 N. Mahn 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	vd bevieser no 4400 block ini ar mor ent vsb
Phone No. 865-4925	forwarded on the day abatement/action is com or project results from an inquiry, close-c
gnione and aldinary and fired (alve	PART II
Nature of Inquiry: Request for Se Recommendation	rvice on an analysis of Complaint xx no and an analysis of ther
for correction/investigation, but	Good judgement will digtate the tallItTRAGE
water carries some of the paint in onto the Ruffin's property. Report developed a slight case of lead po	disening which they seem to relate to the state of the st
	ALL SHIPS
*Reply: I contacted Ted Jackson of the Beindicated that the last test conduct negative. The garage in question, One Mr. Ruffin's residence and down street of my inspection (Nov, 18, 1975) the the ground around his shop. Conttinuous conducted to insure that no paint of drainage system.	Health Dept., Lead Poisoning Section, and he ted on the Ruffins boy in August, 1975 was Chuck's Auto Sales, is to the east of eam in the drainage system. At the time ere was no evidence of paint spillage onto nued surveillence in this area will be repetroleum products enter the storm
Drafted By: Bob Corson Department: Sewer Operations	Date Citizen Advised:Other
Sewer Operations	Acknowledgment Sent:
*Attach additional sheets as needed	

Form 001-CM (1-72)

609 n. mahn

CITIZENS' INFORMATION SERVICE FORM

Using the Form of the Street Torrection Investigation

This form is a tool. The important thing is that you use it in such a way that you obtain the desired final result--the fulfilling of the information/service request or the alleviation of the complaint.

Use of the form is relatively simple. Prepare the minimum copies required--multi-department or section inquiries will require additional copies to permit concurrent processing. One copy shall be forwarded to the Manager's office on the day the form is initiated and/or received by a department. The original will be forwarded on the day abatement/action is completed. When a lengthy investigation or project results from an inquiry, close-out this form and reference the investigation or project applicable.

The Department Information Service Coordinator(s) shall be responsible for assigning control numbers. The first control number is assigned by the department initially receiving the inquiry. Subsequent control numbers will be assigned by the receiving departments when routing to another department occurs.

Good judgement will dictate the target date for correction/investigation, but normally, abatement/action should be taken within 24 hours--always notify the person making the inquiry. When a target date has not been met, acknowledgment that the action is being taken shall be sent to the person and recorded in Part IV.

onto the Ruffin's property. Reportedly the Ruffin's little boy and

PART I

Note the name, address, and the telephone number of the inquirer. Where the problem originates can be important, so indicate the specific location.

PART II

Is the inquiry a request for service? A complaint? A recommendation? Other, such as an inspection? Check the appropriate blank.

PART III

Topic: Here briefly note the nature of the inquiry. Be sure (1) that you understand it and (2) that the person has given you sufficient information. To accomplish point 2, it often is necessary to repeat the information that you received.

of my inspection (Nov. 18, 1975) there was no evidence of paint

Note your name as having received the inquiry and your department.

PART IV

From this point, the form will follow the procedure set-up in your department. Normally, a coordinator will log, route, and monitor the action being taken and will assign this form to the person or section to make the investigation and draft the reply. Complete the blocks accordingly.

*Attach additional sheets as needed

Department: Sever Operations

Form 001-CM (1-72)

CITIZENS' INFORMATION SERVICE FORM

Correction/Investigation mrof and gnisU

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water carries some of the paint into an open drainage ditch and close onto the Ruffin's property. Reportedly the Ruffin's little boy and

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Note your name as having received the inquiry and your department.

Mr. Ruffin's residence and down stream in the drainage system. At the time TRAQ of my inspection (Nov. 18, 1975) there was no evidence of paint spillage VI TRAQ

From this point, the form will follow the procedure set-up in your department. Normally, a coordinator will log, route, and monitor the action being taken and will assign this form to the person or section to make the investigation and draft the reply. Complete the blocks accordingly.

Department: Sever Operations By: Phone Letter
Acknowledgment Sent:

Lo Not to Out On This Nanny Ruffin 4609 Tr. maple Re: Chearing of ditch be sich his property (ad, to leggett & Platt Basen't about to abean - pulluted water would run down on neegbbors - smells like pesticide?? May be from leggett & Stall or Frisco?? Someone from Oily told him to chean ditab Dane him 5 days (to 25th?) Reported by D. N. R. .
Stephen Kinton Jak Henrit I Smile wrote man wrote C.M. ___ ant On Said man going to court -1609 W. Maple